



**Licensing Services Representative 4
Vehicle Services
Olympia, Washington**

Compensation: Range 48 - \$3,052 – \$3,908/mo

Closing Date: September 25, 2006 (5:00 p.m.)

Our Mission:

Great people, great service, working together for a safer Washington.

Our Vision:

Department of Licensing: One vision, one voice - excellence every time.

Nearly every Washington State resident interacts with DOL in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The Department of Licensing employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at www.dol.wa.gov.

Our Core Competencies:

In support of our mission and vision, our employees strive to demonstrate all of the competencies listed below:

Communication Effectiveness: Use effective listening skills and apply effective written and oral communication techniques to convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.

Customer Centered: Search out and identify internal and external customers' service delivery requirements to improve efficiency, effectiveness, and satisfaction.

Ethics and Integrity: Earn the trust, respect and confidence of coworker and customers through fairness, truthfulness, honesty, sensitivity, reliability and professionalism in all interactions.

Performance Leadership: Create and nurture a results oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish the organization's mission and goals.

Personal accountability/Initiative: Accept responsibility for the quality and timeliness of her/his work to meet or exceed predetermined goals and objectives with little need for oversight.

In addition to these, our supervisors and managers strive to demonstrate the following:

Strategic Thinking/Planning and Vision: Consistent with the direction of the Agency, develop, communicate, and implement a plan to achieve a preferred future and influence others to follow.

Human Resource Management: Proactively apply sound human resource management practices within area of responsibility and consistent with the Agency's human resource management logic model.

Position Objectives & Responsibilities:

This position is responsible for the management and oversight of all duties performed within the Vehicle/Vessel Licensing work unit located in the department's headquarters building. Responsibilities include supervision of 11 employees, compliance with vehicle and vessel laws, rules and policies; customer service at the headquarters counter, through phone calls and correspondence.

The LSR 4 is a member of the Title and Registration management team and is responsible for setting goals for the work unit in support of the agency mission, vision and strategic goals.

Required Experience:

- A bachelor's degree involving major study in accounting, business or public administration, or closely allied field and three years of management, administrative or supervisory experience,

OR

- Two years of experience as a Licensing Service Representative 2 and one year of management, administrative or supervisory experience,

OR

- Two years of experience as a Licensing Service Representative 3.

NOTE: Management, administrative or supervisory experience will substitute, year for year for education.

AND

- Two or more years experience in developing correspondence using Microsoft Office Products.
- Two or more years experience in interpreting complex rules and regulations to ensure that processes and procedures are in compliance with RCWs and WACs.

Desired Competencies:

- Three years experience in Vehicle/Vessel titling,
- Experience ensuring accountability for the proper receipt, storage and distribution of money, inventory and documents.
- Ability to investigate, research, analyze and interpret information.

Compensation

This position is in general government service. Starting monthly compensation is \$3,052 - \$3,908/mo depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is in a collective bargaining unit and as a condition of employment you will be required to become a union member or pay a fee as outlined in the Master Agreement.

Application Procedure

E-mail is the preferred method of application and will be used as the primary method of communication throughout this process.

E-mail application materials to HRrecruit@dol.wa.gov with a subject line of *06-163G LSR4*.

All requested materials must be submitted.

- A letter of interest (no more than two pages) describing your skills and experience as they relate to the Required Qualifications and Desired Competencies outlined in this announcement;
- A current resume;
- A Washington State Job Application;
- A list of three professional references, including one supervisor, one peer, and one customer, with current telephone numbers and addresses.

Note: The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

The certified candidate pool for this position may be used to fill other similar positions for up to 6 months after the certification date.

If e-mail is not possible, please mail materials to:

Human Resources Office

Attn: 06-163G LSR4

Department of Licensing

PO Box 6007

Olympia, Washington 98507-6007

Persons with disabilities who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.